



Service Counselor 2- Criminal Injuries

Tennessee Department of Treasury

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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$50 billion in assets through its various investment programs. We administer the State's Retirement Program, *RetireReadyTN*, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

The position performs claims processing tasks relating to the investigation, evaluation, and disposition of criminal injuries compensation claims in accordance with statutory requirements.

Key Responsibilities:

- Investigates claims assigned by the supervisor to determine eligibility in accordance with the Criminal Injuries Compensation Act.
- Effectively communicate both written and verbal requests for information from claimants, attorneys, law enforcement, medical providers, employers, members of the district attorneys' offices, etc.
- Evaluates supporting documentation (e.g., medical bills, treatment notes, offense reports, lost wage verification, and permanent disability determinations) and continually monitors claim progress as materials are received to determine compensability under the program within deadlines.
- Makes informed, proper recommendations for approval or denial of claims in accordance with guidelines set forth in the law, including financial calculations.
- Provides effective individual case management and organization, including resolving any issues on claims relative to reviewing files on microfilm, posting refunds, etc.

Qualifications:

- Graduation from an accredited four-year college or university with a bachelor's degree and 1 year of professional experience or
- Graduation from an accredited four-year college or university with a bachelor's degree and a paralegal certification.

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